

Vehicle Op	ntions								
T92	Mons	TRUNK	CARGO NE	Т					
T95		TRUNK		•					
	Extensions/		Service Initia	ative					
	Exclusion Ir								
_	ler Informat								
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odom er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
17038	10/23/201 8	10/23/201 8	INFINITI OF GRAND RAPIDS / Shaune, Vandyke	=	126,20	9 1	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes
1	Internal Pay	Y		A		minor serv	ice FC		
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odom er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
16704	10/03/201 8	10/03/201 8	INFINITI OF GRAND RAPIDS / Shaune, Vandyke	=	126,20	9 1	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes
1	Internal Pay	Υ		A		minor serv	ice FC		
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odom er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
16579	09/27/201 8	09/27/201 8	INFINITI OF GRAND RAPIDS / Shaune, Vandyke	=	126,20	9 1	N/A	N/A	\$25.00
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes
1	Internal Pay	Υ		UVD)	USED VEH			
Cus	tomer Comp	laint	Ca	use [Descrip	tion	Corr	ection State	ment
			PERFORM DELIVERY			EHICLE			
Repair Order	RO Open Date	RO Close Date	Dealer Adv	/	Odom er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
16562	09/26/201 8	09/26/201 8	INFINITI OF GRAND RAPIDS / Shaune, Vandyke		126,18		N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes



1	Internal Pay	Υ		А		minor servi	ce FC			
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odom er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
16506	09/24/201 8	09/24/201 8	INFINITI OF GRAND RAPIDS / Shaune, Vandyke	=	126,18	9 1	N/A	N/A	\$25.00	
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes	
1	Internal Pay	Υ		UVD)	USED VEH DELIVERY		ICLE		
Cus	tomer Comp	laint	Ca	use D	Descript	tion	Corr	ection State	ment	
			PERFORM DELIVERY			EHICLE				
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odom er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
16290	09/11/201 8	09/14/201 8	INFINITI OF GRAND RAPIDS / Rashodd, Jenkins	=	126,18	9 7	N/A	N/A	\$2,389.11	
Job Line	Pay Type	Goodwill	Test Code		eration ode			Technici	an Notes	
1	Internal Pay	Υ		UCI		USED VEH		PERFORM CAR SAFE INSPECTION AND REA IN BRAKES NARE	TY ON FRONT	
Cus	tomer Comp	laint	Ca	use [Descript	tion	Corr	ection State	ment	
							SAFETY IN AND REA F TIRES ARE	ED USED C ISPECTION RR BRAKES E AT 8 32ND 2NDS IN TH	FRONT S NEW OS IN THE	
	Part Numbe	r	Pa	art De	escription	on	I	Part Quantit	y	
11026JA00	A		WASHER D	DRAII	N		1			
1520865F0	E		OIL FILTER	₹			1			
999BK05W	30NX		GENUINE I	VIS 5	W30 A	PI SN	12			
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes	
2	2 Internal Y Pay			SWA	\P	SWAP WH FROM	EELS			
	Part Number		Part Description			Part Quantity				
40224JK00A NUT-ROAD					20					
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes	



3	Internal Pay	Y	A0002 Front Brake		Service	REPLACED FRONT BRAKE PADS ROTORS AND HARDWARE.		
Cus	tomer Comp	laint	Ca	use Descrip	tion	Correction Statement		
						REPLACED FRONT BRAKE PADS ROTORS AND HARDWARE.		
	Part Numbe	r	Pa	art Descripti	on	Part Quantity		
D1060JL00)J		PAD KIT-D	ISC BRAKE		1		
40206JL00	A		ROTOR DIS	SC BRAKE	FRONT	2		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
4	Internal Pay	Υ		A0003	Rear Brake	Service	REPLACED REAR BRAKE PADS ROTORS AND HARDWARE.	
Cus	Customer Complaint			use Descrip	tion	Corr	ection Statement	
						REPLACED REAR BRAKE PADS ROTORS AND HARDWARE.		
	Part Numbe	r	Pa	art Descripti	on	Part Quantity		
D408MJL00J			HARDWAR	EKIT		1	7	
43206JL00	43206JL00A			RAKE		2		
D4060JL00	J		PAD KIT-D	ISC BRAKE		1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
5	Internal Pay	Υ		CABIN	REPLACE Filter	Cabin Air	REPLACED CABIN FILTER.	
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection Statement	
						REPLACED	CABIN FILTER.	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
6	Internal Pay	Υ		BULB	REPLACE	BULB	REPLACED RIGHT FRONT OUTER MARKER BULB.	
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection Statement	
							O RIGHT FRONT ARKER BULB.	
	Part Numbe	r	Pa	art Descripti	on		Part Quantity	
27277VX01	IA		FILTER-AIF	₹		1	•	
262618996	5		BULB-LICE	NSE PLATE	ELAMP	1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description Technician		Technician Notes	
7	Internal Pay	Y		MB4	Tires BALANCED		MOUNTED AND BALANCED 2 SETS OF TIRES TO VEHICLE.	
Cus	Customer Complaint			use Descrip	tion	Correction Statement		



									AND BALA	
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odom er	et	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
16272	09/10/201 8	09/10/201 8	INFINITI OF GRAND RAPIDS / Shaune, Vandyke	=	126,18	39	1	N/A	N/A	\$150.00
Job Line	Pay Type	Goodwill	Test Code		eration ode	О	Operation Description		Technician Notes	
1	Internal Pay	Υ		DET	-	Pr	e-Own De	etail		
Cus	tomer Comp	laint	Ca	use [Descript	tior	า	Corr	ection State	ment
			PERFORM FOR LOT	ED D	DETAIL	SE	RVICES			
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odom er	et	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
09560	09/26/201 7	09/26/201 7	INFINITI OF GRAND RAPIDS / Brad, Joppi		120,30	00	1	N/A	N/A	\$.00
Job Line	Pay Type	Goodwill	Test Code	est Code Operation Code Operation		Description	Technicia	an Notes		
3	Internal Pay	Υ		BAT	Т		EST/REPL ATTERY	BATTERY TESTED AT 584 CCA BATTERY IS RATE AT 585 CCA RE CH		TESTED A S RATED
Cus	tomer Comp	olaint	Ca	use [Descript	tior	า	Corr	ection State	ment
								VEHCILES ENGINE BATTERY TESTED AT 584 CCA BATTERY IS RATED AT 585 CCA RE CHARGED BATTERY - ALL OK AT THIS TIME		
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odom er	et	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
08675	08/10/201 7	08/14/201 7	INFINITI OF GRAND RAPIDS / Brad, Joppi		119,76	52	4	N/A	N/A	\$30.00
Job Line	Pay Type	Goodwill	Test Code		eration ode	О	peration I	Description	Technici	an Notes
1	Internal Pay	Υ		GTII	RE	FF	REE tire ir	spection		
Job Line	Pay Type	Goodwill	Test Code		Operation Operation		Description	Technician Notes		
2	Internal Pay	Υ		INSI	P	free inspec.29.95 REPLACED SKID PLAT				
Cus	Customer Complaint			Cause Description				Correction Statement		



						REPLACED PLATE BOI	MISSING S LTS	SKID		
Job Line	Pay Type	Goodwill	Test Code	Ope C	eration ode	Operation	Description	Technici	an Notes	
3	Internal Pay	Υ	ELOF expr Mil			SVC 3,750	PERFORM CHANGE.	ED OIL		
Cus	tomer Comp	olaint	Cai	use [Descrip	tion	Correction Statement			
							PERFORM	ED OIL CH	ANGE.	
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes	
4	Internal Pay	Υ		DET	СР	CUST PAY DETAIL	FULL	PERFORM DETAIL	ED FULL	
Cus	tomer Comp	olaint	Ca	use [Descrip	tion	Corr	ection State	ment	
							PERFORM	ED FULL DI	ETAIL	
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odom er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
06663	04/11/201 7	04/20/201 7	INFINITI OF GRAND RAPIDS / Rashodd, Jenkins	=	118,01	2 2	\$981.51	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes	
1	Customer Pay	Y		IP06	3	Other conc	erns	REPLACED STARTER.)	
Cus	tomer Comp	olaint	Cause Description				Corr	ection State	ment	
						REPLACED	STARTER			
	Part Numbe	r			escripti		Part Quantity			
23300EY00)E		MOTOR AS			ER	1			
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes	
2	Customer Pay	Y		Α		minor servi	ce FC	PROVIDED BOTTLES (OIL		
Cus	tomer Comp	olaint	Ca	use [Descrip	tion	Corr	ection State	ment	
							PROVIDED ESTER OIL	2 BOTTLE	S OF	
	Part Numbe	r	Pa	art D	escripti	on		Part Quantity	У	
999MP5W3	30EP		NISSAN 5V	V30 E	STER	OIL GL4	2			
Repair Order	RO Open Date	RO Close Date	Dealer / Service Adv		Odom er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
04609	11/18/201 6	11/18/201 6	INFINITI OF GRAND RAPIDS / Rashodd, Jenkins	=	115,74	6 8	\$941.59	N/A	\$195.50	
Job Line	Pay Type	Goodwill	Test Code	Operation		Description	Technici	an Notes		



01	Internal Pay	Υ		GTIRE	FREE tire in	nspection	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes
02	Internal Pay	Υ		INSP	free inspec.29.95 value		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes
03	Customer Pay	Υ		А	minor servi	ce FC	REPLACED FRONT ROTORS.
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection Statement
				-		REPLACED	FRONT ROTORS.
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes
04	Internal Pay	Υ		BATT	TEST/REPI BATTERY	LACE	TESTED BATTERY TESTED GOOD RECHARGED.
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection Statement
					TESTED BA		ATTERY / TESTED CHARGED.
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes
05	Customer Pay	Υ		А	minor servi	ce FC	REPLACED SWAY BAR LINKS.
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection Statement
						REPLACED	SWAY BAR LINKS.
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes
06	Customer Pay	Υ		VBRFL	Brake Syste	em Flush	PERFORMED BRAKE FLUSH.
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection Statement
						PERFORM	ED BRAKE FLUSH.
	Part Numbe	r	Pa	art Description	on	I	Part Quantity
608334			BRAKE FLI	JSH		1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes
07	Customer Pay	Υ		A0002	Front Brake	Service	REPLACED FRONT ROTORS.
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection Statement
						REPLACED	FRONT ROTORS.
	Part Numbe	r	Pa	art Description			Part Quantity
40206JL00	Α		ROTOR DI	SC BRAKE			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes
08	Customer Pay	Υ		A	L R R		REPLACED FRONT LEFT SEAY BAR REPLACED BOTH REAR SWAY BAR LINKS



Cus	tomer Comp	plaint	Ca	use D	escript	ion	Correction Statement			
							REPLACED FRONT LEFT SEAY BAR REPLACED BOTH REAR SWAY BAR LINKS			
	Part Numbe	r	Pa	art De	escription	on	Part Quantity			
54668JK03	В		ROD ASSY CONNECT		STABIL	IZER	1			
54618EG03	3A		ROD-CONI STABILIZE		ING,RI	EAR	1			
54668EG03	3B		ROD-CONI STABILIZE		ING,R	EAR	1			
Repair Order	RO Open Date	RO Close Date	Dealer / Odomet Job Service Advisor er Lines			Customer Pay Total	Warranty Pay Total	Internal Pay Total		
01447	04/12/201 6	04/12/201 6	INFINITI OI GRAND RAPIDS / RODRIGO, HERNAND		112,33	6 4	\$416.28	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code		ration ode	Operation	Description	Technici	an Notes	
01	Customer Pay	Υ	IP063 Other conce			erns INSTALLED A NEW RF SWAY BAR LINK ALL OKAY AT THIS TIME				
Cus	Customer Complaint			use D	escript	ion	Corr	ection State	ment	
								O A NEW RE ALL OKAY A		
	Part Numbe	r	Pa	art De	escription	on	Part Quantity			
54618JK03	В		ROD ASSY- CONNECTING,STABILIZER				1			
Job Line	Pay Type	Goodwill	Test Code	Ope Co	ration ode	Operation	Description	Technici	an Notes	
02	Customer Pay	Υ		GTIR	RE	FREE tire in	nspection	PERFORM INSPECTION OKAY AT T	ON ALL	
Cus	tomer Comp	olaint	Ca	use D	escript	ion	Corr	ection State	ment	
							PERFORM OKAY AT T	ED INSPEC HIS TIME	TION ALL	
Job Line	Pay Type	Goodwill	Test Code		ration ode	Operation	Description	Technici	an Notes	
03	Customer Y Pay			INSF)	free inspectivalue	c.29.95 PERFORMED INSPECTION ALL OKAY AT THIS TIME			
Cus	Customer Complaint		Ca	use D	escript	ion	Correction Statement			
					PERFORMED INSPECTION ALL OKAY AT THIS TIME					
Job Line	Pay Type	Goodwill	Test Code		ration ode	Operation	Description Technician Notes			



04	Customer Pay	Υ		NA		NA	PLACED A BOTTL OF ESTER OIL IN THE VEHICLE		OIL IN		
Cus	tomer Comp	laint	Ca	use C) escript	tion	Corr	ection State	ment		
							PLACED A BOTTLE OF ESTER OIL IN THE VEHICLE				
	Part Number	ſ	Pa	art De	escription	on	I	Part Quantity	/		
999MP5W3	0EP		NISSAN 5V	V30 E	STER	OIL GL4	1				
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odomo er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total		
01269	11/03/201 5		PFEIFFER INFINITI, INC.(T) / Shaune, Vandyke		101,00	0 4	N/A	N/A	N/A		
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technicia	an Notes		
24	Customer Pay		BRI BRAKE INS		PECTION						
Cus	tomer Comp	laint	Cause Description			Correction Statement					
	R STATES I		•			BRAKE INSPECTION					
Part Number			Pa	art De	escription	on		Part Quantity	/		
D1060JL00					BRAKE		1				
D1080JL00			DISC BRAK				1				
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technician Notes			
25	Customer Pay			INSF		TECHNICIA PERFORM POINT INS ON VEHIC WAS ADVI NEE	ED MULTI PECTION LE CUST				
Cus	tomer Comp	laint	Cai	use D	Descript	tion	Corr	ection State	ment		
	R STATES I NT INSPEC						MULTI POI VEHICLE C HE NEEDS	AN PERFOR NT INSPEC CUST WAS A BOTH FRT CUST DEC	TION ON ADVISED SWAY		
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technicia	an Notes		
51	Customer Pay			LAB	OR	INSTALLEI ENG BATT					
Cus	tomer Comp	laint	Cai	use [Descript	tion	Corr	ection State	ment		
CUSTOME BATTERY	CUSTOMER STATES CHK THE						INSTALLE	NEW ENG	BATTERY		
Part Number		Part Description				Part Quantity					
999M1QC2	4F		INFINITI BA								
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technicia	an Notes		



52	Customer Pay			LABOR	REPLACEI WHEEL BE AND PUT A ESTER OIL FRT SEAT	ARING A QT OF			
Cus	tomer Comp	laint	Ca	use Descrip	tion	Correction Statement			
	R STATES I IN THE FR					REPLACED THE R/F WHEEL BEARING AND PUT A QT OF ESTER OIL IN THE FRT SEAT			
	Part Number	r	Pa	art Descripti	on		Part Quantit	у	
402024GE()A 		HUB ASSY WHEEL,FR			1			
999MP5W3	99MP5W30EP			V30 ESTER	OIL GL4	1			
Repair Order	RO Open Date	RO Close Date	Dealer Adv		et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
70137	07/30/201 4		PFEIFFER INFINITI, INC.(T) / VANDYKE	97,564	5	N/A	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes	
01	Customer Pay			RE					
Cus	Customer Complaint			use Descrip	tion	Corr	ection State	ment	
ES AT 6/32	OR GREAT	ΓER							
	Part Numbe	r	Pa	art Descripti	on	0	Part Quantit	у	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description Technician Notes			
02	Customer Pay			Р					
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection State	ment	
ti pt inspect	ion								
	Part Number	r	Pa	art Descripti	on		Part Quantit	у	
						0			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes	
03	Customer Pay			01			USTED TH PROTECT THE WIND	ION ON	
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection State	ment	
ROLL DOW	T STATES HIS WINDOW WILL ROLL DOWN ON ITS OWN WHEN HE ROL					IT UP HAPPENS INTERMITTENLY SEE HISTORY			
Part Number		Pa	art Descripti	on	Part Quantity				
				_		0			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes	



Job Line	Pay Type	Goodwill	Test Code	Operatio Code	n	Operation	Description	Technici	an Notes		
Part Number		Part Description				Part Quantity 0					
PÄSS FLO SHIELD								T IS MISSING SOME			
	tomer Comp		Ca	use Descr	ηρί	10/1		<u>ection State</u> NG SOMF	ment		
	Pay	loint	0-1		rin+	ion	Co	ootion State	mont		
Job Line 02	Pay Type Customer	Goodwill	Test Code	Operatio Code P	11	Operation	Description	Technici	an Notes		
80731JL00	A 		MOTOR AS		_	LATOR,	1				
	Part Numbe	r		art Descrip				Part Quantity	У		
going dowr	s side windo n on its own	par ts are									
	tomer Comp		Ca	use Descr	ripti	ion	Correction Statement				
01	Warranty Pay			07				NOT GO A	EGULATOR ND MOTOR TO LL THE REPLACED		
Job Line	Pay Type	Goodwill	Test Code	Operatio Code	n	Operation Description Techn			an Notes		
69613	06/20/201 4	06/20/201 4	PFEIFFER INFINITI, INC.(T) / SCAFE	96,9	81	3	N/A	N/A	N/A		
Repair Order	RO Open Date	RO Close Date	Dealer Adv		ome er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total		
							0				
	Part Numbe	r	Pa	art Descrip	otio	n		Part Quantity	y		
05	Customer Pay			I							
Job Line	Pay Type	Goodwill	Test Code	Operatio Code	n	Operation	Description	Technici	an Notes		
	Part Numbe	r	Pa	art Descrip	otio	on .	0	Part Quantity	У		
SQUEEK?	?										
	tomer Comp THE BRAKE		Ca	use Descr	ripti	ion	Corr	ection State	ment		
	10 m c = 0	laint			nice d'	THIS TII					
04	Customer Pay			15				FORMED A INSP. 7MM REAR ALL	FRT AND		



03	Warranty Pay			I					
	Part Numbe	r	Pa	art Description	on		Part Quantity	y	
80721JL00	A		REGULATO WINDOW,	DR ASSY - [LH	DOOR	1			
Repair Order	RO Open Date	RO Close Date	Dealer , Service Adv		et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
68947	05/02/201 4	05/03/201 4	PFEIFFER INFINITI, INC.(T) / VANDYKE	95,367	18	N/A	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes	
01	Customer Pay			KE					
Cus	tomer Comp	olaint	Ca	use Descrip	tion	Corr	ection State	ment	
ke fluid flus	h								
	Part Numbe	r	Pa	art Description	on		Part Quantity	У	
8402						1	•		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes	
02	Customer Pay			RE					
Cus	Customer Complaint			use Descrip	tion	Corr	ection State	ment	
	OR GREAT								
	Part Numbe	r		art Description			Part Quantity	У	
999MP5W3	BOEP		NISSAN 5V	V30 ESTER	OIL GL4	2			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes	
03	Customer Pay			Р					
Cus	tomer Comp	olaint	Ca	use Descrip	tion	Corr	ection State	ment	
	tion PUT 2 _ IN THE CA								
	Part Numbe	r	Pa	art Description	on		Part Quantity	y	
999MPMTF	-00P		75W-85 MA	NUAL TRA	NS FLUID	4			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes	
04	Customer			50					
	Pay					Correction Statement			
Cus	Pay tomer Comp	laint	Ca	use Descrip	tion	Corr	ection State	ment	
Cus nsmission S	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection State	ment	
nsmission S	tomer Comp			use Description			ection State Part Quantit		
nsmission S	tomer Comp Service								
nsmission S	tomer Comp Service				on		Part Quantity		



Cus	tomer Comp	laint	Ca	use Descrip	tion	Correction Statement		
ry 7.5K or 6	mos PRO	GRAM	Ju	5.30 2000 ip		0011	Joseph Clatomorit	
THE TPMS	NO ROTAT	ION						
	Part Number	•		art Description	on	Part Quantity		
22401JK01	D		PLUG-SPA			6		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
06	Customer Pay			20				
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection Statement	
I System Se	ervice					NO FILTER	RS	
	Part Number		Pa	art Description	on	I	Part Quantity	
BG280						1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
07	Customer Pay			25			FORMED UNDERBODY INSP	
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection Statement	
ry 30K or 24	4 mos							
	Part Number		Pa	art Description	on		Part Quantity	
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
08	Customer Pay			30			FORMED BELT INSP	
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection Statement	
60K/48 ther	n 15K/12							
	Part Number		Pa	art Description	on	Part Quantity		
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
09	Customer Pay			35				
Cus	tomer Comp	laint	Ca	use Descrip	tion	Corr	ection Statement	
ry 60K								
	Part Number		Pa	art Description	on		Part Quantity	
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
10	Customer Pay			01	ED BG280K		ED BG280K	
Customer Complaint			Cause Description			Correction Statement		
280 K		23.332 2 3331 2 3331						
Part Number		Part Description			Part Quantity			
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	



11	Customer Pay							
	Part Number		Pa	art Description	on	i	Part Quantity	
999A2VX00	00		MICROFIL	ER-DUST		1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
12	Customer Pay			01				
Cust	tomer Comp	laint	Ca	use Descript	tion	Correction Statement		
T STATES STRUTS PA	INSTALL HO ARTS IN	OOD						
I	Part Number		Pa	art Description	on	I	Part Quantity	
65470JL00	4		STAY ASS	Y HOOD		2		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
13	Customer Pay			01				
Cus	tomer Comp	laint	Ca	use Descript	tion Corr		ection Statement	
LACE THE	DEAD PEDA	<u> </u>						
	Part Number		Pa	art Description	on	Part Quantity		
678401NF3	A		FOOTRES	T ASSY		1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
14	Warranty Pay			01			VERIFIED CUST CONCERN REPLACED THE WINDOW MOTOR	
Cust	tomer Comp	laint	Ca	use Descript	tion	Corr	ection Statement	
SIDE WIND	TES TEH DE OW WHEN JP IT WI LL DOWN	HE						
	Part Number	•	Pa	art Description	on	ı	Part Quantity	
80731JL00	4		MOTOR AS	SSY - REGU	LATOR,	1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
15	Customer Pay			US				
	Part Number		Pa	art Description	on	ı	Part Quantity	
STEERING	FLUSH					1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
16	Customer Pay			15	FORMED BRAKE INSP			
	Part Number Part Description Part Quantity			Part Quantity				
999MP1XG	PP0P		LIMITED SI	IP OIL	4			
Job Line	Pay Type	Goodwill	Test Code	Operation	Operation	Description	Technician Notes	



				C	ode					
17	Customer Pay			R	oue					
	Part Numbe	r	D,	ort Do	escription	n			Leart Quantit	.,
	rait Nullibe		Г	אוו שנ	escriptio	ווע		0	ran Quaniii	у
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation Description			Technician Notes	
18	Customer Pay			I						
	Part Numbe	r	Pa	art De	escription	on			Part Quantit	V
								0		
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odome er		Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
68017	02/20/201 4	02/20/201	PFEIFFER INFINITI, INC.(T) / SCAFE		92,257	2		N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code		eration ode	Оре	eration	Description	Technici	an Notes
01	Warranty Pay			63				VERIFIED CUST CONCERN REPLACED L/F WHEEL BEARIN		
Cus	tomer Comp	olaint	Ca	use D	Descript	ion		Corr	ection State	ment
C/S: cust st bearing noi	ates ck out	wheel								
	Part Numbe	r	Part Description						Part Quantity	У
40202EJ70	A		HUB ASSY-ROAD WHEEL,FRONT				1			
Job Line	Pay Type	Goodwill	Test Code		eration ode	Оре	eration	Description	Technici	an Notes
02	Warranty Pay			Е						
	Part Numbe	r	Pa	art De	escription	on			Part Quantity	У
								0		
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odome er		Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
66789	11/14/201 3	11/15/201 3	PFEIFFER INFINITI, INC.(T) / SCAFE		88,414	5		N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code		eration ode	Оре	eration	Description	Technici	an Notes
01	Customer Pay			01						
Cus	tomer Comp	laint	Cause Description					Correction Statement		
T STATES	T STATES PROGRAM TPMS.									
	Part Number		Part Description				Part Quantity			
999MP5W3	999MP5W30EP		NISSAN 5W30 ESTER OIL GL4				GL4	2		



				Opera	ation				
Job Line	Pay Type	Goodwill	Test Code	Coc		Operation	Description	Technici	an Notes
02	Customer Pay			01					
Cus	tomer Comp	laint	Ca	<u>use De</u>	script	ion	Corr	ection State	ment
	NEEDS 2 Q PLEASE F						NGER SEA		
	Part Numbe	r	Pa	art Des	criptio	on	I	Part Quantit	y
999M1QB2	4F		INFINITI BA	ATTER'	Υ		1		
Job Line	Pay Type	Goodwill	Test Code	Opera Cod		Operation	Description	Technici	an Notes
03	Customer Pay			RE					
Cus	tomer Comp	olaint	Ca	use De	script	ion	Corr	ection State	ment
	OR GREAT								
	Part Numbe	r	Pa	art Des	cription	on		Part Quantit	у
				_			0		
Job Line	Pay Type	Goodwill	Test Code	Opera Cod		Operation	Description		an Notes
04	Customer Pay			Р				IFIED W/ CUST.	
Cus	tomer Comp	laint	Cause Description				Corr	ection State	ment
ti pt inspect									
	Part Numbe	r	Pa	art Des	cription	on		Part Quantit	у
							0		
Job Line	Pay Type	Goodwill	Test Code	Opera Cod		Operation	Description	on Technician Notes	
05	Customer Pay			I					
	Part Numbe	r	Pa	art Des	cription	on	ı	Part Quantit	y
							0		
Repair Order	RO Open Date	RO Close Date	Dealer Service Adv)dom er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
66004	09/20/201	09/20/201	PFEIFFER INFINITI, INC.(T) / VANDYKE	8	5,409	4	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Opera Cod		Operation	Description	Technici	an Notes
01	Customer Pay			RE					
Cus	Customer Complaint			Cause Description			Correction Statement		
ES AT 6/32	ES AT 6/32 OR GREATER								
Part Number Part Description Part Quantity				y					
40206JL00	Α		ROTOR DI	SC BR	AKE I	FRONT	2		
Job Line	Pay Type	Goodwill	Test Code	Opera Coo		Operation	Description	Technici	an Notes



02	Customer Pay			Р					
Cus	tomer Comp	laint	Ca	use [Descript	tion	Corr	ection State	ment
ti pt inspect									
	Part Numbe	r	Pa	art De	escription	on	Part Quantity		
				-			0		
Job Line	Pay Type	Goodwill	Test Code	C	eration ode	Operation	Description	Technician Notes	
03	Customer Pay			15				ND THE RO OUT OF RO AND REAR 6MM	OUND FRT
Cus	tomer Comp	laint	Ca	use [Descript	tion	Corr	ection State	ment
ry 15K or 12 THE CAR F SQUEEK	2 mos CUST PULSATES /	STATES AND					REV		
	Part Numbe	r	Pa	art De	escription	on		Part Quantit	y
							0		
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes
04	Customer Pay			A					
	Part Numbe	r	Pa	art De	escription	on	I	Part Quantit	y
							0		
Repair Order	RO Open Date	RO Close Date	Dealer Service Adv		Odom er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
64124	05/02/201	05/02/201 3	PFEIFFER INFINITI, INC.(T) / SCAFE		78,631	5	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Оре	eration ode	Operation	Description	Technici	an Notes
01	Customer Pay			01					
Cus	tomer Comp	laint	Ca	use [Descript	tion	Corr	ection State	ment
ROGRAM A	ALL FOUR T	PMS							
	Part Numbe	r	Pa	art De	escription	on		Part Quantit	у
999A2VX00	00		MICROFIL	ΓER-	DUST		1		
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes
02	Customer Pay			01					
Cus	tomer Comp	laint	Ca	use [Descript	tion	Corr	ection State	ment
T STATES REPLACE CABIN AIR FILTER									
Part Number			Part Description				Part Quantity		
999MP5W30EP		NISSAN 5W30 ESTER OIL GL4			2				
Job Line	Pay Type	Goodwill	Test Code	Оре	eration	Operation			an Notes



				С	ode					
03	Customer Pay			01	000					
Cus	stomer Comp	laint	Cai	use D	escript	ion	Corr	ection State	ment	
	REPLACE TO TO THE PROPERTY OF				•					
	Part Numbe	r	Pa	art De	escription	on	Part Quantity			
							0			
Job Line	Pay Type	Goodwill	Test Code	Ċ	eration ode	Operation	Description	Technici	an Notes	
04	Customer Pay			01						
	stomer Comp		Cai	use D	<u>Descript</u>	ion	Corr	ection State	ment	
	NEEDS TW OF ESTER (
	Part Numbe	r	Pa	art De	escription	on	0	Part Quantit	У	
Job Line	Pay Type	Goodwill	Test Code		eration ode	Operation	Description	Technici	an Notes	
05	Customer Pay			l						
	Part Numbe	r	Pa	art De	escription	on		Part Quantit	y	
							0			
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odom er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
62451	12/13/201 2	12/13/201 2	PFEIFFER INFINITI, INC.(T) / LARGE		73,587	2	N/A	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code	Ope C	ration ode	Operation	Description	Technici	an Notes	
01	Warranty Pay			01				VERIFIED CUSTOME CONCERN REPLACEI ROD ASSE	, D SHIFTER	
Cus	stomer Comp	laint	Cai	use D	Descript	ion	Corr	ection State	ment	
	TES TRANS									
NOISE WH PARTS AR										
PARTS AR					escription	on		Part Quantit	у	
PARTS AR	RE IN Part Numbe		Pa ROD ASSY	-CO1	NTROL	on	1	Part Quantit	у	
PARTS AR	RE IN Part Numbe			Ope C	•				y an Notes	
PARTS AR 34103CD0	RE IN Part Numbe 0B	r	ROD ASSY	-COI Ope	NTROL eration		1			
Job Line	Part Numbe OB Pay Type Customer	r Goodwill	ROD ASSY Test Code	Ope C E	NTROL eration	Operation	1 Description		an Notes	



5 .	DO 0	DO 01		, 0			0 1	10/			
Repair Order	RO Open Date	RO Close Date	Dealer Adv		omet er	t Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total		
62248	11/28/201 2	11/28/201 2	PFEIFFER INFINITI, INC.(T) / LARGE	72,5	553	4	N/A	N/A	N/A		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	on	Operation	Description	Technici	Technician Notes		
01	Customer Pay			RE				PRESSURI	ROGRAMMED TIRE PRESSURE MONITOR SENSOR		
Cus	tomer Comp	laint	Ca	use Desc	riptio	on	Corr	ection State	ment		
	OR GREAT										
	Part Numbe	r	Pa	art Descri	iptior	n	I	Part Quantit	y		
999MP5W3	BOEP		NISSAN 5V	V30 ESTE	ER C	OIL GL4	2				
Job Line	Pay Type	Goodwill	Test Code	Operation Code	on	Operation Description		Technici	an Notes		
02	Customer Pay			Р				CED 2 QUA ESTER OIL FRONT SE	. ON		
Cus	tomer Comp	laint	Ca	use Desc	riptio	on	Corr	ection Statement			
	ion- PUT 2 (OIL ON FR				-						
	Part Numbe	r	Pa	art Descri	iptior	n		Part Quantit	У		
							0				
Job Line	Pay Type	Goodwill	Test Code	Operation Code	on (Operation	Description	Technician Notes			
03	Warranty Pay			01				VERIFIED CUSTOME CONCERN SPRAYED WITH LUBI DID NOT F ORDERED LINKAGE	- SHIFTER RICANT IX.		
Cus	tomer Comp	laint	Ca	use Desc	riptio	on	Corr	ection State	ment		
	TES SHIFTE BETWEEN										
	Part Numbe	r	Pa	art Descri	iptior	n		Part Quantit	V		
							0				
Job Line	Pay Type	Goodwill	Test Code	Operation Code	on	Operation Description		Technici	an Notes		
04	Customer Pay			E							
Part Number			Part Description				Part Quantity				
					0						
Repair Order	RO Open Date	RO Close Date	Dealer Adv		omet er	t Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total		



59748	05/10/201 2	05/10/201 2	PFEIFFER INFINITI, INC.(T) / VANDYKE	63,488	5	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
01	Customer Pay			RE				
Cus	tomer Comp	olaint	Ca	use Descript	tion	Correction Statement		
ES AT 6/32	OR GREAT	ΓER						
	Part Numbe	r	Pa	art Description	on		Part Quantity	у
	1	I				0	1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes
02	Customer Pay			Р				
Cus	tomer Comp	olaint	Ca	use Descript	tion	Corr	ection State	ment
ti pt inspect	tion							
	Part Numbe	r	Pa	art Description	on		Part Quantity	у
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes
03	Customer Pay			01				
0	tomor Com		_			Correction Statement		
Cus	tomer Comp	olaint	Ca	use Descript	tion	THE RIM WE HAVE DONE IT IN THE PAST FOR HIM 4/29/11		
T STATES	PROGRAM THEY ARE	THE TIRE	Ca	use Descrip	tion	THE RIM W	VE HAVE DO	ONE IT IN
T STATES SENSORS INSIDE	PROGRAM	THE TIRE ON THE		use Descript		THE RIM W THE PAST	VE HAVE DO	ONE IT IN /29/11
T STATES SENSORS INSIDE	PROGRAM THEY ARE	THE TIRE ON THE				THE RIM W THE PAST	VE HAVE DO FOR HIM 4,	ONE IT IN /29/11
T STATES SENSORS INSIDE	PROGRAM THEY ARE	THE TIRE ON THE			on	THE RIM W	VE HAVE DO FOR HIM 4, Part Quantity	ONE IT IN /29/11
T STATES SENSORS INSIDE	PROGRAM THEY ARE Part Numbe	THE TIRE ON THE r	Pa	art Description	on	THE RIM W THE PAST	VE HAVE DO FOR HIM 4, Part Quantity	ONE IT IN /29/11 y an Notes ERFORM
T STATES SENSORS INSIDE Job Line 04	PROGRAM THEY ARE Part Numbe Pay Type Customer	THE TIRE ON THE	Pa Test Code	art Description Operation Code	Operation	THE RIM WITHE PAST 0 Description	VE HAVE DO FOR HIM 4. Part Quantity Technici LD NOT PE THE COMF	one IT IN /29/11 y an Notes ERFORM PUTER IS
T STATES SENSORS INSIDE Job Line 04 Cus T STATES	PROGRAM THEY ARE Part Numbe Pay Type Customer Pay tomer Comp	THE TIRE ON THE r Goodwill blaint	Pa Test Code	Operation Code	Operation	THE RIM WITHE PAST 0 Description	Technici LD NOT PETHE COMF BROKE	one IT IN /29/11 y an Notes ERFORM PUTER IS
T STATES SENSORS INSIDE Job Line 04 Cus T STATES UPDATE F	PROGRAM THEY ARE Part Numbe Pay Type Customer Pay tomer Comp	THE TIRE ON THE r Goodwill blaint A NAVI	Test Code Ca	Operation Code	Operation tion	THE RIM WITHE PAST 0 Description Corr CODE C03	Technici LD NOT PETHE COMF BROKE	one IT IN /29/11 y an Notes ERFORM PUTER IS
T STATES SENSORS INSIDE Job Line 04 Cus T STATES UPDATE F	PROGRAM THEY ARE Part Numbe Pay Type Customer Pay tomer Comp PROGRAM OR HIM	THE TIRE ON THE r Goodwill blaint A NAVI	Test Code Ca	Operation Code 01 use Descript	Operation tion	THE RIM WITHE PAST 0 Description Corr CODE C03	Technici LD NOT PE THE COMF BROKE ection State	one IT IN /29/11 y an Notes ERFORM PUTER IS
T STATES SENSORS INSIDE Job Line 04 Cus T STATES UPDATE F	PROGRAM THEY ARE Part Numbe Pay Type Customer Pay tomer Comp PROGRAM OR HIM	THE TIRE ON THE r Goodwill blaint A NAVI	Test Code Ca	Operation Code 01 use Descript	Operation tion	THE RIM WITHE PAST 0 Description Corr CODE C03	Part Quantity Technici LD NOT PE THE COMF BROKE ection State 28939 Part Quantity	one IT IN /29/11 y an Notes ERFORM PUTER IS
T STATES SENSORS INSIDE Job Line 04 Cus T STATES UPDATE F	PROGRAM THEY ARE Part Numbe Pay Type Customer Pay tomer Comp PROGRAM OR HIM Part Numbe Pay Type Customer	THE TIRE ON THE r Goodwill blaint A NAVI	Test Code Ca	Operation Code 01 use Description art Description	Operation tion	THE RIM WITHE PAST 0 Description Corr CODE C03	Part Quantity Technici LD NOT PE THE COMF BROKE ection State 28939 Part Quantity	one IT IN /29/11 y an Notes ERFORM PUTER IS ment
T STATES SENSORS INSIDE Job Line O4 Cus T STATES UPDATE F Job Line 05	PROGRAM THEY ARE Part Numbe Pay Type Customer Pay tomer Comp PROGRAM OR HIM Part Numbe Pay Type Customer Pay Customer Pay	THE TIRE ON THE r Goodwill blaint A NAVI r Goodwill	Test Code Ca Pa	Operation Code 01 use Description art Description Code A	Operation tion Operation	THE RIM WITHE PAST 0 Description Corr CODE C03	Technici LD NOT PE THE COMF BROKE ection State 28939 Part Quantity Technici	an Notes ERFORM PUTER IS ment
T STATES SENSORS INSIDE Job Line O4 Cus T STATES UPDATE F Job Line 05	PROGRAM THEY ARE Part Numbe Pay Type Customer Pay tomer Comp PROGRAM OR HIM Part Numbe Pay Type Customer	THE TIRE ON THE r Goodwill blaint A NAVI r Goodwill	Test Code Ca Pa	Operation Code O1 use Description art Description Code Operation Code	Operation tion Operation	THE RIM WITHE PAST 0 Description Corr CODE C03	Part Quantity Technici LD NOT PE THE COMF BROKE ection State 28939 Part Quantity	an Notes ERFORM PUTER IS ment



59385	04/09/201 2	04/09/201 2	PFEIFFER INFINITI, INC.(T) / VANDYKE	62,3	346	4	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code			Description	Technician Notes	
01	Customer Pay			RE					
Cus	tomer Comp	laint	Cause Description				Correction Statement		
ES AT 6/32	OR GREAT	ΓER							
	Part Numbe	r	Pa	art Descri	iptio	n		Part Quantit	У
999MP5W3	0EP		NISSAN 5V	V30 ESTE	ER (OIL GL4	2		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	on	Operation	Description	Technici	an Notes
02	Customer Pay			Р					
Cus	tomer Comp	laint	Ca	use Desc	ripti	ion	Corr	ection State	ment
ti pt inspect	ion								
	Part Numbe	r	Pa	art Descri	iptio	n		Part Quantit	У
							0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	on	Operation	Description	Technici	an Notes
03	Warranty Pay			01				CODE P10 ACTRMOT TEST CAR EVERYTHI THIS TIME CODE AND	-B2 1 TIME NG OK AT CLEARED
Cus	tomer Comp	laint	Ca	use Desc	ripti	ion	Corr	ection State	ment
IS ON CUS WAS TOWI	TES THE SI T STATES E D IN SAID MODE???	THE CAR IT WAS IN							
	Part Numbe	r	Pa	art Descri	iptio	n		Part Quantit	У
							0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code		Operation	Description	Technici	an Notes
04	Customer Pay			W					
	Part Numbe	r	Pa	art Descri	iptio	n		Part Quantit	У
							0		
Repair Order	RO Open Date	RO Close Date	Dealer Adv		ome er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total
59132	03/15/201 2	03/15/201 2	PFEIFFER INFINITI, INC.(T) / VANDYKE	61,3	329	7	N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code		Operation	Description	Technici	an Notes



01	Customer Pay			KE				
Cus	tomer Comp	laint	Cai	use Descript	ion	Corre	ection Statement	
ke fluid flus	h							
	Part Number		Pa	art Description	on	Part Quantity		
8402						1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
02	Customer Pay			RE				
Cus	tomer Comp	laint	Cai	use Descript	ion	Corre	ection Statement	
ES AT 6/32	OR GREAT	ER						
	Part Number		Pa	art Description	on	F	Part Quantity	
D4060JL00	J		PAD KIT-DI	SC BRAKE		1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
03	Customer Pay			Р				
Cus	tomer Comp	laint	Cai	use Descript	ion	Corre	ection Statement	
ti pt inspect	ion							
	Part Number		Pa	art Description	on	F	Part Quantity	
209V5-KIT						1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
04	Customer Pay			20				
Cus	tomer Comp	laint	Cai	use Descript	ion	Corre	ection Statement	
I System Se	ervice							
	Part Number		Pa	art Description	on	F	Part Quantity	
D4080JL00	Α		HARDWAR	E KIT		1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
05	Customer Pay			45				
Cus	tomer Comp	laint	Cai	use Descript	tion	Corre	ection Statement	
60K/48 ther	n 45K/36							
	Part Number		Pa	art Description	on	F	Part Quantity	
16546JK20	A		ELEMENT A	ASSY-AIR		2		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description Technician N		Technician Notes	
06	Customer Pay			01				
Cus	tomer Comp	laint	Cai	use Descript	ion	Corre	ection Statement	
	THE TRANS WAS TOLE							



	Part Numbe	r	Pa	art De	escription	on	Part Quantity			
999MPAF0	00		SERVICE F	ILE	LONG	LIFE	1			
Job Line	Pay Type	Goodwill	Test Code		ration ode	Operation Description		Technician Notes		
07	Customer Pay			А						
	Part Numbe	r	Pa	art De	escription	on		Part Quantity	y	
							0			
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odomer er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
58539	01/20/201	01/20/201 2	PFEIFFER INFINITI, INC.(T) / VANDYKE		58,027	4	N/A	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code		ration ode	Operation	Description	Technici	an Notes	
01	Customer Pay			RE						
Cus	tomer Comp	laint	Ca	use D	escript	ion	Corr	ection State	ment	
ES AT 6/32	OR GREAT	ΓER								
	Part Number			art De	escription	on	Part Quantity			
206921E81	0		GASKET-E	XHAL	JST		4			
Job Line	Pay Type	Goodwill	Test Code		ration ode	Operation	Description Technician Notes		an Notes	
02	Customer Pay			Р						
Cus	tomer Comp	laint	Ca	use D	escript	ion	Corr	ection State	ment	
ti pt inspect	ion									
	Part Numbe	r	Pa	art De	escription	on	Part Quantity			
							0			
Job Line	Pay Type	Goodwill	Test Code		ration ode	Operation	Description	Technici	an Notes	
03	Warranty Pay			01				VERIFIED (CONCERN REPLACED TRANMISS BLEED CLU SYSTEM	O SION AND	
Cus	tomer Comp	laint	Ca	use D	escript	ion	Corr	ection State	ment	
NOT GO IN	CUST STATES THE CAR WILL NOT GO INTO GEAR THINKS ITS THE CLU TCH									
	Part Numbe	r	Pa	art De	escription	on		Part Quantity	у	
32010JK41A TRANSMISSION 1										
Job Line	Pay Type	Goodwill	Test Code		ration ode	Operation Description Technician Not		an Notes		
04	Customer Pay			A						



	Part Numbe	r	P:	art D	escription	าท		Part Quantity			
	i ait ivuilibe		1 0		coonput	<i>)</i> 1		0			
Repair Order	RO Open Date	RO Close Date	Dealer Service Adv		Odomo	et	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
57950	11/25/201 1	11/25/201 1	PFEIFFER INFINITI, INC.(T) / URBANSKI		55,661		4	N/A	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code	de Operation Operation I		Description	Technici	an Notes			
01	Customer Pay			RE							
Cus	tomer Comp	laint	Ca	use [Descript	ion		Corr	ection State	ment	
ES AT 6/32	OR GREAT	ΓER									
	Part Numbe	r	Pa	art De	escription	on		ı	Part Quantity	/	
								0			
Job Line	Pay Type	Goodwill	Test Code		eration ode	O	peration	Description	Technici	an Notes	
02	Customer Pay			Р							
Cus	tomer Comp	laint	Ca	use [Descript	ion		Correction Statement			
ti pt inspect REMOVE L AND	tion PLEA LIC PLATE S							TALL NEW ONES			
	Part Numbe	r	Part Description					Į.	Part Quantity	/	
								0			
Job Line	Pay Type	Goodwill	Test Code		eration ode	O	peration	Description Technician N		an Notes	
03	Customer Pay			10							
Cus	tomer Comp	laint	Ca	use [Descript	ion		Corr	ection State	ment	
T HAD SNO PROGRAM	OW TIRES II 1 TPMS	NSTALLED									
	Part Numbe	r	Pa	art De	escriptio	on		ı	Part Quantity	/	
								0			
Job Line	Pay Type	Goodwill	Test Code		eration ode	O	peration	Description	Technici	an Notes	
04	Customer Pay			R							
	Part Numbe	r	Pa	art De	escription	on			Part Quantity	/	
								0			
Repair Order	RO Open Date	RO Close Date	Dealer Service Adv		Odom er	et	Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
56895	08/25/201 1	08/25/201 1	PFEIFFER INFINITI, INC.(T) / VANDYKE		50,722		6	N/A	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code		eration ode	O	peration	Description	Technici	an Notes	



01	Customer Pay			RE				
Cus	tomer Comp	laint	Ca	use Descript	tion	Corre	ection Statement	
ES AT 6/32	OR GREAT	ER						
	Part Number	ſ	Pa	art Description	on	Part Quantity		
999MP5W3	BOEP		NISSAN 5V	V30 ESTER	OIL GL4	1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
02	Customer Pay			Р				
Cus	tomer Comp	laint	Ca	use Descript	tion	Corre	ection Statement	
ti pt inspect ADD A QT	ion CUS OF ESTER (T STATES OIL				S HIS OWN	I OIL CHANGES	
	Part Number	<u> </u>	Pa	art Description	on	F	Part Quantity	
D1080JL00	Α		DISC BRAK	KE KIT		1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
03	Customer Pay			15			FORMED A BRAKE INSP	
Cus	tomer Comp	laint	Ca	use Descript	tion	Corre	ection Statement	
	2 mos CUS ⁻ ES ARE SQ							
	Part Number			art Description	on	F	Part Quantity	
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
04	Warranty Pay			01				
Cus	tomer Comp	laint	Ca	use Descript	tion	Corre	ection Statement	
	TES THE SH BETWEEN							
	Part Number	ſ	Pa	art Description	on	F	Part Quantity	
D1060JL00	J		PAD KIT-D	SC BRAKE		1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
05	Customer Pay			A				
	Part Number	ſ	Pa	art Description	on	F	Part Quantity	
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
06	Customer Pay			R				
Part Number			Pa	art Description	on	Part Quantity		
					0			
Repair Order	RO Open Date	RO Close Date	Dealer Adv		et Job Lines	Customer Pay Total	Warranty Internal Pay Total	



55570	04/29/201	04/29/201	PFEIFFER INFINITI, INC.(T) / VANDYKE	45,662	5	N/A	N/A N/A	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
01	Customer Pay			RE				
Cus	Customer Complaint			use Descript	tion	Corr	ection Statement	
ES AT 6/32	ES AT 6/32 OR GREATER RESET THE TPMS							
	Part Number	r	Pa	art Description	on		Part Quantity	
999MP5W3	BOEP		NISSAN 5V	V30 ESTER	OIL GL4	2		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
02	Customer Pay			Р				
Cus	tomer Comp	laint	Ca	use Descript	tion	Corr	ection Statement	
ti pt inspect QTS. OF E	ion CUST W STER OIL	/ANTS 2						
	Part Number	r	Pa	art Description	on	Part Quantity		
27277EG02	25		FILTER KIT-AIR,AIR CONDITIONER			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
03	Customer Pay							
	Part Number	r	Part Description			I	Part Quantity	
999M1QB2	4F15		INFINITI BATTERY			1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
04	Warranty Pay			01			TEST ELECT FOUND BATTERY TESTED BAD CODE BATLBSVOR8KGORK REPLACE BATTERY	
Cus	tomer Comp	laint	Ca	use Descript	tion	Corr	ection Statement	
OUT OF NO	TES THE CA O WHERE S L ELEC. SY	SEE HIST.						
	Part Number		Ps	art Description	on		Part Quantity	
	. GILLIGITIOU			2 000 ipti		0	Quantity	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
05	Customer Pay			L				
	Part Number	r	Pa	art Description	on	Part Quantity		
BATLBSV0	R8KG0RK			•		1		
Repair	RO Open	RO Close	Dealer /	/ Odom	et Job	Customer	Warranty Internal	



Order	Date	Date	Service Adv	visor e	er	Lines	Pay Total	Pay Total	Pay Total
53797	11/19/201	11/19/201 0	PFEIFFER INFINITI, INC.(T) / VANDYKE	38,7			N/A	N/A	N/A
Job Line	Pay Type	Goodwill	Test Code	Operation Code		Operation	Description	Technici	an Notes
01	Customer Pay			RE					
Cus	Customer Complaint			use Desc	ript	ion	Corr	ection State	ment
ES AT 6/32	OR GREAT	ΓER							
	Part Numbe	r	Pa	art Descri	iptio	on		Part Quantit	у
WBILLINF2	26F		INFINITI W	IPER BLA	ADI	E 26 FLAT	1		-
Job Line	Pay Type	Goodwill	Test Code	Operation Code		Operation	Description	Technici	an Notes
02	Customer Pay			Р					
Cus	tomer Comp	olaint	Ca	use Desc	ript	ion	Corr	ection State	ment
ti pt inspect UP PAINT	tion GET	TOUCH			•				
	Part Numbe	r	Pa	art Descri	iptio	on		Part Quantit	V
						0		-	
Job Line	Pay Type	Goodwill	Test Code	Operation Code		Operation	Description	Technici	an Notes
03	Customer Pay			25				FORMED A	
Cus	tomer Comp	laint	Cause Description			Correction Statement			
ry 30K or 2 STATES U PLATE KE	4 mos CUS NDER BOD EP	TR Y SKID					INDING SC HOLDER	REWS LOC	OK IN CUP
	Part Numbe	r	Pa	art Descri	iptio	on	Part Quantity		
WBILLINF1			INFINITI W		_		1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	on	Operation	Description	Technici	an Notes
04	Customer Pay			12					
Cus	tomer Comp	olaint	Ca	use Desc	ript	ion	Corr	ection State	ment
lace wiper i	nserts								
	Part Numbe	r	Pa	art Descri	iptio	on		Part Quantit	у
							0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code		Operation	Description	Technici	an Notes
05	Warranty Pay			01					
Cus	Customer Complaint			Cause Description			Correction Statement		



DEAD INTE	TES BATTE ERMITTENL 3 THE CAR RE OPEN 45 ART (DRAIN	Y IF AND SMIN CAR						
	Part Number			art Descripti	on	ı	Part Quantity	/
		I				0	1	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation Description		Technician Notes	
06	Customer Pay			01				
Cus	tomer Comp	laint	Cai	use Descrip	tion	Corr	ection State	ment
GRAM WH	EEL SENSC	ORS						
	Part Numbe	r	Pa	art Descripti	on	· ·	Part Quantity	/
						0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technicia	an Notes
07	Warranty Pay			01				
Cus	tomer Comp	laint	Cai	use Descrip	tion	Corr	ection State	ment
DASH WO	CUST STATES SQUEAK FROM DASH WORSE WHEN COLD PASS SIDE BY WINDOW MEETS DASH OR DOOR NOT SURE							
	Part Numbe	r	Part Description			I	Part Quantity	/
			·					
		1				0		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	0 Description	Technicia	an Notes
Job Line	Pay Type Customer Pay	Goodwill	Test Code		Operation	<u> </u>	Technicia	an Notes
08	Customer			Code		Description	Technicia	
08 Cus T STATES NO CHARG	Customer Pay tomer Comp	olaint		Code 01		Description Corr		
08 Cus T STATES NO CHARG BACK	Customer Pay tomer Comp	olaint DETAIL OT TOUCH	Ca	Code 01	tion	Description Corr MPER JUS	ection State	ment
08 Cus T STATES NO CHARG BACK	Customer Pay tomer Comp PERFORM SE DO NO	olaint DETAIL OT TOUCH	Ca	Code 01 use Descrip	tion	Description Corr MPER JUS	ection State	ment
08 Cus T STATES NO CHARG BACK	Customer Pay tomer Comp PERFORM SE DO NO	olaint DETAIL OT TOUCH	Ca	Code 01 use Description	tion	Corr MPER JUS	ection State	ment
08 Cus T STATES NO CHARG BACK Repair	Customer Pay tomer Comp PERFORM SE DO NO Part Numbe	Detaint DETAIL OF TOUCH r	Car Pa Dealer	Code 01 use Description art Description // Odom visor er 30,525	tion on et Job Lines	Corr MPER JUS 0 Customer	ection States T PAINTED Part Quantity Warranty	ment / Internal
Cus T STATES NO CHARC BACK Repair Order	Customer Pay tomer Comp PERFORM SE DO NO Part Numbe RO Open Date 04/20/201	DETAIL OT TOUCH r RO Close Date 04/20/201	Dealer / Service Adv PFEIFFER INFINITI, INC.(T) /	Code 01 use Descripti art Descripti / Odom visor er	et Job Lines	Corr MPER JUS 0 Customer Pay Total	ection States T PAINTED Part Quantity Warranty Pay Total N/A	ment / Internal Pay Total
Cus T STATES NO CHARC BACK Repair Order 51294	Customer Pay tomer Comp PERFORM SE DO NO Part Numbe RO Open Date 04/20/201 0	Plaint DETAIL OT TOUCH RO Close Date 04/20/201	Dealer / Service Adv PFEIFFER INFINITI, INC.(T) / BLISS	Code 01 use Description // Odom //sor er 30,525	et Job Lines	Corr MPER JUS 0 Customer Pay Total N/A	ection States T PAINTED Part Quantity Warranty Pay Total N/A	ment / Internal Pay Total N/A
Cus T STATES NO CHARC BACK Repair Order 51294 Job Line 01	Customer Pay tomer Comp PERFORM SE DO NO Part Numbe RO Open Date 04/20/201 0 Pay Type Customer	Plaint DETAIL OT TOUCH RO Close Date 04/20/201 0 Goodwill	Dealer / Service Adv PFEIFFER INFINITI, INC.(T) / BLISS Test Code	Code 01 use Description Code Operation Code	tion et Job Lines 10 Operation	Corr MPER JUS 0 Customer Pay Total N/A	ection States T PAINTED Part Quantity Warranty Pay Total N/A	Internal Pay Total N/A



	Part Number		P:	art Description	าท		Part Quantity	
8402	i are rearrison			art Booonput	J11	1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
02	Customer Pay			KE			PLETED BRAKE FLUID FLUSH	
Cus	Customer Complaint			use Descript	tion	Corr	ection Statement	
ke fluid flus	h			•				
	Part Number			art Description	on	ı	Part Quantity	
999MP5W3	0EP		NISSAN 5V	V30 ESTER	OIL GL4	2		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
03	Customer Pay			RE			TALLED SUMMER TIRES AND REPROGRAMMED TIRE PRESSURE	
Cus	tomer Comp	laint	Ca	use Descript	tion	Corr	ection Statement	
ES AT 6/32	OR GREAT	ER						
	Part Number			art Description			Part Quantity	
999MPMTF	00P		75W-85 MA	NUAL TRA	NS FLUID	4		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
04	Customer Pay			Р				
Cus	tomer Comp	laint	Cause Description			Corr	ection Statement	
ti pt inspect	ion							
	Part Number	•	Part Description			Part Quantity		
1102601M0)2		WASHER-D	DRAIN		1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
05	Customer Pay			50			PLETED TRANSMISSION SERVICE	
Cus	tomer Comp	laint	Ca	use Descript	tion	Corr	ection Statement	
nsmission S	Service							
	Part Number		Pa	art Description	on		Part Quantity	
209V5-KIT						1		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technician Notes	
06	Customer Pay			05		PLETED OIL AND FILTER CHANGE, TOPPED OFF WASHER SOLVEN		
Cus	tomer Comp	laint	Ca	use Descript	tion	Corr	ection Statement	
50 mile ser	vice							
	Part Number		Part Description			Part Quantity		
1520865F0	С		OIL FILTER			1		



Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes	
07	Customer Pay			15			PLETED BRAKE INSPECTION, FRONT AND REAR AT 6 MM., IN GOOD		
Cus	Customer Complaint			use Descrip	otion	Corr	ection State	ment	
ry 15K or 1	2 mos								
	Part Numbe	r	Pa	art Descript	ion		Part Quantity	У	
16546JK20)A		ELEMENT A	ASSY-AIR		2	I		
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes	
08	Customer Pay			20			PLETED 3 FUEL SYS SERVICE		
Cus	tomer Comp	laint	Cai	use Descrip	otion	Corr	ection State	ment	
I System Se	ervice								
	Part Numbe	r	Pa	art Descript	ion		Part Quantity	У	
999MPA70	00QT		5W30 SUPI CASE	ER MOTOF	R OIL 12QT	11			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description Technician Note		an Notes	
09	Customer Pay			01					
	Part Numbe	r	Pa	art Descript	ion		Part Quantity	У	
STEERING	FLUSH					1			
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes	
10	Customer Pay						LACED INT MICRON F	_	
	Part Number			Part Description			Part Quantity	y	
999MP5W3	BOEP		NISSAN 5V	V30 ESTER	OIL GL4	2			
Repair Order	RO Open Date	RO Close Date	Dealer Adv		net Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
49747	11/10/200 9	11/10/200 9	PFEIFFER INFINITI, INC.(T) / URBANSKI	23,93	5	N/A	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technici	an Notes	
	1			GTIRE					
01	Customer Pay			OTIKE					
		plaint	Ca	use Descrip	otion	Corr	ection State	ment	
Cus	Pay		Ca		otion	Corr	ection State	ment	
Cus	Pay tomer Comp	EATER					ection State Part Quantity		
Cus	Pay tomer Comp 6/32 OR GR Part Numbe	EATER		use Descript	ion				



02	Customer Pay			INSP						
Cus	tomer Comp	laint	Ca	use De	scripti	ion	Correction Statement			
multi pt ins	pection									
	Part Numbe	r	Part Description					Part Quantit	у	
							0			
Job Line	Pay Type	Goodwill	Test Code	Opera Cod		Operation	Description	Technici	an Notes	
03	Customer Pay			T0010)					
Cus	tomer Comp	laint	Ca	use De	scripti	ion	Corr	ection State	ment	
Every 7.5K SNOW TIR	or 6 mos I ES RESE	NSTALL T TPMS								
	Part Numbe	r	Pa	art Des	criptic	n		Part Quantit	у	
							0			
Job Line	Pay Type	Goodwill	Test Code	Opera Cod		Operation	Description	Technici	an Notes	
04	Warranty Pay			10001						
Cus	tomer Comp	laint	Cause Description				Correction Statement			
CUST STA ENGINE A	TES SQUE <i>l</i> T IDLE	AKING IN								
	Part Numbe	r	Pa	art Des	criptic	n		Part Quantit	у	
		I				0	I			
Job Line	Pay Type	Goodwill	Test Code	Opera Cod		Operation	Description	Technici	an Notes	
05	Warranty Pay			10001				TEST DRO		
Cus	tomer Comp	laint	Cause Description			ion	Correction Statement			
CUST STA	TES SQUEA	AK IN LEFT								
	Part Numbe	r	Pa	art Des	criptic	n	Part Quantity			
							0			
Repair Order	RO Open Date	RO Close Date	Dealer Adv		Odome er	et Job Lines	Customer Pay Total	Warranty Pay Total	Internal Pay Total	
49088	09/18/200 9	09/18/200 9	PFEIFFER INFINITI, INC.(T) / URBANSKI		1,470	3	N/A	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code	Opera Cod		Operation	Description	Technici	an Notes	
01	Customer Pay			GTIRE	=					
Cus	tomer Comp	laint	Ca	use De	scripti	ion	Correction Statement			
TIRES AT	6/32 OR GR	EATER								
	Part Numbe	r	Pa	art Des	criptic	n		Part Quantit	y	
						0				



Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description	Technic	cian Notes	
02	Customer Pay			INSP			CLAIM #4	CLAIM #4098567	
Cus	tomer Com	plaint	Cause Description			Corr	Correction Statement		
•	multi pt inspection								
	Part Number	er	P	art Description	on		Part Quanti	ity	
				Oneretien		0			
Job Line	Pay Type	Goodwill	Test Code Operation Operation Description			Description	Technic	cian Notes	
03	Customer Pay								
Cus	tomer Com	plaint	Ca	use Descrip	tion	Corr	ection State	ement	
CUST STAINOP SIN	CE					SOR WAS ALIGN????		LACED	
	Part Number		P	art Description	on		Part Quanti	itv	
		-		<u> 2 0001.p</u>	···	0			
Repair Order	RO Open Date	RO Close Date	Dealer Service Ad		et Job Lines	Customer Pay Total	Warranty Pay Total		
47706	05/22/200 9	05/22/200	PFEIFFER INFINITI, INC.(T) / URBANSK	17,631 I	1	N/A	N/A	N/A	
Job Line	Pay Type	Goodwill	Test Code	Operation Code	Operation	Description Technician Notes			
01	Warranty Pay			10001		EDGE OF PIECE COMING OFF			
Cus	tomer Com	plaint	Cause Description			Correction Statement			
CUST STA BODY BY F COMING L	REAR TIRE								
	Part Numbe	er	P	art Description	on	Part Quantity			
78877JL10	A		PROTECT	OR SILL FLA	ARE LH	1			
Warranty I									
RO Nur		RO Date	DEELE		ealer Name			Mileage	
6961301		/19/2014	PFEIF	FER INFINIT	I, INC. (1)		96,981		
Operation Code	Оре	eration Descr	iption	PNC	PN	NC Description	on	Sublet	
UH23AA	RPL ONE REGULA	WINDOW TOR		80700	FRONT DO	OOR WINDO	WC	0.00	
	Part Num	ber			Part [Description			
80731JL00	A		МОТО	R ASSY - R	EGULATOR	R, LH			
80721JL00			REGU	LATOR ASS		<u> WINDOW, L</u>	H		
RO Nur		RO Date			ealer Name			Mileage	
6894714	05	/01/2014	PFEIFFER INFINITI, INC. (T) 95,367						



-											
Operation Code	(Operation Descriptio	n	PNC	PNC Description		Sublet				
RK20AA		ONE FRONT JLATOR MOTOR		80730	FRONT REGULATOR MO	OTOR	0.00				
	Part N	lumber			Part Description						
80731JL00A	L		MOTOR ASSY - REGULATOR, LH								
RO Num	ber	RO Date		De	aler Name	ſ	Mileage				
6801701	_	02/20/2014	PFEIF	FER INFINIT	I, INC. (T)	92,257	7				
Operation Code		Operation Descriptio	n	PNC	PNC Description		Sublet				
MC18AA		FRONT WHEEL BEARING (ONE SID	E)	40202 PT-FRONT WHEEL HUB							
	Part N	lumber		Part Description							
40202EJ70A	\		HUB A	ASSY-ROAD	 W						
RO Num	ber	RO Date		De	aler Name	1	Mileage				
6245101		12/13/2012	PFEIF	FER INFINIT		73,587					
Operation Code	(Operation Descriptio	n	PNC	PNC Description	,	Sublet				
HF14AA	RPL C	CONTROL ROD		34103	CONTROL ROD		0.00				
	Part N	lumber			Part Description						
34103CD00E	 В		ROD	ROD ASSY-CONTROL							
RO Num		RO Date		Dealer Name Mileage							
A7096301		04/07/2012	CROS		'MTR CLUB-I	62,000					
Operation Code	(Operation Descriptio		PNC		Sublet					
88888A		OSIDE ASSISTANCE ITI BILLABLE	Ē -	- CCG00 TOWING CLAIMS ROADS			0.00				
RO Num	ber	RO Date	Dealer Name			1	Mileage				
5853903		01/16/2012	PFEIF	FER INFINIT	I, INC. (T)	58,027					
Operation Code	(Operation Descriptio		PNC	PNC Description	,	Sublet				
HE01AA	R&I M ASSY	IANUAL TRANSMIS	SION	32010	MANUAL TRANS. ASSY		0.00				
HE021A	RPL N ASSY	MANUAL TRANSMIS	SSION	32010	MANUAL TRANS. ASSY		0.00				
	Part N	lumber			Part Description						
206921E810)		GASK	ET-EXHAUS	Т						
32010JK41A	١		TRAN	SMISSION							
32865JK40A	١		KNOE	3-CONTROL L	_EVER						
RO Num	ber	RO Date		De	aler Name	Г	Mileage				
A3501801		01/16/2012	CROS	S COUNTRY	MTR CLUB-I	58,000)				
Operation Code		Operation Descriptio	n	PNC	PNC Description		Sublet				
88888A		OSIDE ASSISTANCE ITI BILLABLE	Ē -	CCG00	TOWING CLAIMS ROADS	SIDE	0.00				
RO Num	hor	BO Data		Do	alan Maraa		Mileoge				
INO NUITI	<u> </u>	RO Date		De	aler Name		Mileage				



Operation Code	Operation Description			PNC	PNC Description		Sublet	
GB18AA	TEST	& CHARGE BATTE	RY	24410	BATTERY		0.00	
GB181A	ADD BATT	TO GB18AA FOR RE ERY	PL				0.00	
	Part N	lumber			Part Description			
999M1QB24	F15		INFIN	ITI BATTER				
RO Num	ber	RO Date		De	aler Name		Mileage	
4770601		05/22/2009	PFEIFFER INFINITI, INC. (T)			17,63	=	
Operation Code		Operation Description	n PNC PNC Description				Sublet	
UF60AA		REAR FILLET FECTOR	78816 REAR FILLET PROTECTOR 0.00					
	Part N	lumber	Part Description					
78877JL10A			PROT	ECTOR SILL	FLARE LH			
RO Num	ber	RO Date		De	aler Name		Mileage	
4346601		05/13/2008	PFEIF	FER INFINIT	I, INC. (T)	597		
Operation Code		Operation Description	n	PNC	PNC Description		Sublet	
				PB057	INF RECONNECT PRGM (SALES)		0.00	